

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



September 8, 2021

### **Update: Minnesota Health Care Programs Providers use of the Interactive Care Reviewer**

*Updating Provider Quick Point QP65-21 to include fax numbers for behavioral health services.*

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) providers utilize the Interactive Care Reviewer (ICR) on the Availity portal to submit Prior Authorization (PA) requests for Minnesota Health Care Programs (MHCP) services that require PA.

Providers are only able to utilize the ICR platform to submit PA requests for services that always require a PA.

Services that require a PA after a threshold has been reached, or services that only require a PA when certain criteria are met must be submitted via fax to:

- Physical Health: 800-964-3627
- Behavioral Health
  - Inpatient & Residential: 844-442-8013
  - Outpatient: 844-452-8069

If the request is being submitted due to exceeding benefit limit, providers must include information on the PA request indicating this. Failure to include this information in the request may result in a response indicating No PA required if the code is not published on the PA grid as always needing a PA.

### **Products Impacted**

MHCP subscribers to Families and Children (formerly Prepaid Medical Assistance Program) and MinnesotaCare (MNCare).

### **Questions?**

If you have questions for a member enrolled in a MHCP plan, please contact provider services at **1-866-518-8448**.